

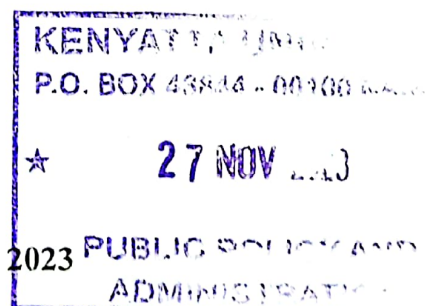
**IN-SERVICE TRAINING EFFECTS IN ENHANCING SERVICE DELIVERY
AMONG NATIONAL GOVERNMENT ADMINISTRATIVE OFFICERS IN
BARINGO COUNTY, KENYA**

ROTICH KIPKOECH DENNIS

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**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF LAW, ARTS
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OF DEGREE OF MASTERS OF ARTS IN PUBLIC POLICY AND
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Declaration

This research project is my original work and to the best of my knowledge, it has not been presented for a degree in any other university. No part of this research project should be reproduced without authority of the author and Kenyatta University


Student's Sign 

Date 24/11/2023

Rotich Kipkoech Dennis

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I confirm that the work reported in this research project was carried out by the candidate under my supervision as the appointed university supervisor

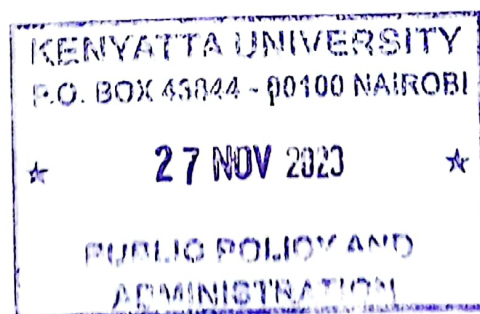
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Dr. Heather Kipchumba, PhD

Department of Public Policy and Administration

School of Law, Arts and Social Sciences

Kenyatta University



ABSTRACT

Developing the competency of public servants through training is essential for their effective and efficient provision of services. Training improves worker competency and strengthens their capacity to deliver better services, which leads to continuing growth and development of institution. The study sought to examine In-Service training effects in enhancing service delivery among National Government Administrative Officers in Baringo County. The specific objectives were to establish the knowledge and skills management, to assess attitude effects, to examine discretion and to analyze retention effects on service delivery among the NGAOS in Baringo County. The study was anchored on human capital theory Social Learning Theory, street level bureaucracy model and New Public Management model. The target population was 277 (NGAOs) and the study sample consisted of 100 (NGAOs). The study collected primary data with structured and semi-structured questionnaires as data collecting methods. The validity of the instrument was assessed using expert opinion, and the Cronbach alpha coefficient was utilized to determine the reliability of the data-collecting instrument. Inferential and descriptive statistical techniques were used to analyze quantitative data. The effect of the independent factors on the dependent variable was assessed using a multiple regression analysis model which was presented in the form of tables, graphs, frequencies, and percentages. The study ensured that informed consent, confidentiality and anonymity was observed in the data collection and processing. The correlation analysis findings showed that the Pearson coefficient was within the range of 0.5 and 0.8 and the correlation coefficient was 0.829 indicating that a strong and positive relationship existed between in-service training and service delivery. The findings showed that the adjusted R^2 was 0.658 signifying that 65.8% of the variations in service delivery was explained by in-service training prospects (Knowledge and Skills, Employee Attitude, Discretion and retention). The study therefore concluded that Knowledge and Skills, Employee Attitude, Discretion and retention has significance influence on service delivery among National Government Administrative Officers in Baringo County, Kenya. The study thus recommends that the government to put more emphasis on In-service training (Knowledge and Skills management, Employee Attitude, Discretion and Retention) policies since they have a great influence on service delivery of the National Government Administrative Officers.